

Student Services Manual (SSM)

SSM 203–03: Ordering Official Transcripts

Effective: 8/15/1974

Revised: 3/1/2026

Purpose

To facilitate ordering official transcripts of course work taken at ASU or transcripts being held in custodial care for the Thunderbird School of Global Management prior to December 31, 2014.

Sources

Family Educational Rights and Privacy Act of 1974 (also referred to as the Buckley Amendment), 20 *United States Code* § 1232g

University Registrar Services

Policy

An official transcript is the complete chronological listing of the student’s academic record. (Official copies of work transferred to the university must be requested directly from the institution where the work was completed.)

A student may order official transcripts by submitting required information and paying the appropriate fee. Official transcripts can be ordered in person, by mail, or online via the Web (no phone or fax requests are accepted).

Effective July 1, 2024, official transcripts may not be withheld due to past-due financial obligations.

When ordering by mail, attach a check or money order payable to Arizona State University. If ordering in person, payment by cash, check, or credit card is acceptable. Online orders must be paid for with a credit card.

The fee for an official transcript is \$15 per copy. An additional fee of \$10 will be charged for any “Rush” transcript request (requested in person only, to be printed and picked up on the same day).

Special delivery processing (via FedEx or U.S. Express Mail), instead of regular mail, is available at additional cost. For detailed information on costs and delivery options, please see <https://registrar.asu.edu/transcripts>.

Fees are subject to change without notice, and students are advised to check the [University Registrar Services](#) website for the most current fees.

All in person or mailed in requests must be authorized by the student’s signature in accordance with the federal *Family Educational Rights and Privacy Act of 1974* (FERPA). Requests by persons other than the student will not be honored without the student’s written authorization. Online orders placed by the student require authentication with an ASURITE user id and password.

Notification of non-receipt of paper transcripts to the ordered destination will be accepted up to 90 days after the order date. After 90 days, a new order must be placed.

Procedure

Official transcripts can be ordered online, in-person or by mail. For detailed instructions, please see:

<https://registrar.asu.edu/transcripts>

Processing Time

Usual processing time for transcript requests:

1. One to two working days are required for requests of hard copies of the transcript ordered without holds. Allow time for delivery by U.S. Postal Service.

or

2. Twenty-four hours is required for delivery of electronic copies ordered without holds.
3. Delays may occur during peak processing times.
4. Monies owed to the university will block the student from ordering transcripts or delay processing.
5. Transcripts to be picked up by the student will be held for no longer than 30 days.

Cross-Reference

For related information on student records, see:

1. [SSM 107-01](#), "Release of Student Information"

and

2. [SSM 203-04](#), "FERPA Directory Holds."